

12 August 2026

[REDACTED]
[REDACTED]

Dear [REDACTED]

Official Information request and response

Thank you for your request under the Official Information Act ("OIA") dated 10th August 2026.

You have requested:

We are undertaking research into the current use and planned replacement, upgrade or implementation of back-office business systems across the New Zealand public sector.

The purpose is to identify entities with upcoming initiatives that may benefit from adopting the All-of-Government Common Process Model (AoG-CPM), and to understand which entities are already planning to use it.

To minimise the administrative burden on already stretched resources, we have attached a simple spreadsheet containing an Instructions tab, Definitions tab and a short Questionnaire tab for completion.

Our response:

Te Ara Ahunga Ora uses Microsoft 365 and a range of other business systems to support its operations. We regularly review our technology to ensure it remains fit for purpose and delivers value for money. Te Ara Ahunga Ora does not currently have any approved or significant planned back-office enterprise system replacement or implementation programmes and therefore has no proposed new systems or major upgrades to report.

You have the right to refer this response to the Ombudsman if you are dissatisfied with it. More information on how to do this is [here](#). Te Ara Ahunga Ora proactively releases information in accordance with the Government's commitment to the Open Government Partnership National Action Plan. This includes publishing responses to requests for information under the OIA. Please note that this response (with your name removed) will be published on the Te Ara Ahunga Ora website shortly and will remain on our website for 12 months.

Thank you for your interest in our work.

Yours sincerely



David Boyle

RETIREMENT COMMISSIONER / MANA AHUNGARUA